

La Crosse - Winona

Section Newsletter

September, 2007

Quotes:

What lies behind us and what lies before us are small matters compared to what lies within us.

- Ralph Waldo Emerson

Don't judge each day by the harvest you reap, but by the seeds you plant.

- Robert Louis Stevenson

Keep away from people who try to belittle your ambitions. Small people always do that, but the really great ones make you feel that you too, can become great.

- Mark Twain

Quality Link of the Month:

<http://www.woopidoo.com/>

Note from the Editor:

Welcome to a new year of ASQ La Crosse - Winona Section news! I would like to take this opportunity to invite anyone with news to share with section members to submit articles for publishing. Also, this is a good time to review your member profile at www.asq.org to make sure your contact preferences and e-mail address are up-to-date. If you have questions, please feel free to contact me.

Best Regards,
Lynn Keller, Editor
lynn.keller@bench.com



September Meeting: Tour SkipperLiner

Location: SkipperLiner

127 Marina Drive, La Crosse, WI

When: Tuesday, September 18, 5:30pm

Phone: 608-791-3525

Nearly 1,000 boats have been built by SkipperLiner since it began manufacturing pleasure boats in 1971. Today, SkipperLiner builds world class Custom Yachts & Houseboats in the 50 to 120 foot class and is the largest manufacturer in the country of award winning Commercial Passenger Vessels in the 50 to 200 foot class. In addition to boat manufacturing, SkipperLiner operates other divisions that include full service marinas, boat service centers, waterfront restaurants and nationwide tour boat operations. SkipperLiner's new eight-acre complex features a marine production center, paint/coating center, design center and sandblast facility. The SkipperLiner Marine Park includes a Marine Service Center, 140-slip marina and waterfront restaurant on the property. Today, SkipperLiner employs over 200 people in several states.

Schedule:

5:30 - Meet at Main Lobby of SkipperLiner Industries

5:35 - Explanation of SkipperLiner Industries

5:45 - Tour SkipperLiner Corporate Center

6:00 - Tour SkipperLiner Manufacturing

6:20 - Tour of a brand new Dinner Ship

6:30 - Questions and Answer Period

7:00 - Dinner at Huck Finn's

Cost: \$15.00 for members and guests and \$8.00 for students with ID. We will be ordering from Huck Finn's limited menu; there will be several seafood, beef, and chicken selections.

Please RSVP by replying to the E-vite, or contact Al Spalding directly at: alan.spalding@bench.com

Upcoming Events for the 2007-2008 Year

The following is a list of tentative upcoming events for the 2006-2007 year. Meetings will be held on the 3rd Tuesday of each month, unless otherwise noted.

Oct 16 - Minitab demo and presentation - Winona

Dec 4 - November / December meeting - TBD

Jan 17- Claudia Knowlton-Chike, Motorola, Supply Chain Management - La Crosse

Feb 19 - TBD

Mar 18 - TBD

Apr 15 - TBD

Annual ASQ Minnesota Quality Conference -- ASQ [October 15-16]

The Minnesota Section of the American Society for Quality (ASQ), a partner of the Minnesota Council for Quality, is pleased to announce their 54th annual Minnesota Quality Conference on October 15-16 at the Minneapolis Airport Marriott.

The keynote presentation features Mary Griep, director of 3M's Lean Six Sigma Operations and Corporate Quality. Her talk is entitled "Building Value for Customers...with Lean Six Sigma and Entitlement Quality." Today's world is changing rapidly. The companies that are able to quickly adapt to the needs of their customers are winning the global battle for growth. Developing and equipping quality leaders with the right skills and process thinking is, and will be, a key factor in delivering sustainable business results.

In addition to Mary, Monday highlights include five concurrent sessions: Minnesota Quality Award and Baldrige, Six Sigma, Tools and Audits, Lean Topics, and Reliability. A luncheon discussion, "Choosing a Quality Attitude," will be delivered by Stephen Shaner. Tuesday's highlights include full-day workshops for more advanced and hands-on learning.

Cost for one day (ASQ or MCQ member) is \$275 or for non-members is \$325. Cost for both days is \$475 (member) or \$525 (non-member).

For more information or to register, visit <http://www.mnasq.org/MNQualityConference.htm>.



Innovation Versus Stuff that Sucks, 8 Dimensions of Excellence, 12 Voices of the Customer -- Workshops [October 23-26]

The Minnesota Council for Quality is excited to bring you four thought-provoking, content-rich, and interactive workshops to the Twin Cities and Rochester. These sessions were sold out in 2005 & 2006. Become an Early Bird by September 30 and your seat is guaranteed at a great price. Both workshops are presented by Robin Lawton, best-selling author and internationally-known consultant to world-class leaders in both industry and government. Rob is an engaging, top-rated speaker you won't want to miss. Don't even think about balanced scorecards, satisfaction surveys, Voice of Customer projects or strategic plans without attending at least one of these dates:

October 23, 1-5:30pm: Innovation Versus Stuff that Sucks (Twin Cities)
October 24, 8am-5pm: 8 Dimensions of Excellence (Twin Cities)
October 25, 1-5:30pm: 8 Dimensions of Excellence (Rochester)
October 26, 8am-5pm: The 12 Voices of the Customer (Rochester) Regards,

Early Bird registration by September 30 can save you quite a few bucks while enriching your mind. Please go to <http://www.imtc3.com/events/UpcomingEvents.cfm> for registration and more information on these sessions. For personalized answers, please call Mr. Lawton's office at 800-729-1468.

These sessions are intended for executives, managers, change agents, Six Sigma practitioners, and project teams. You will gain fresh insights on how to uncover and satisfy customer priorities, from both a strategic and operations perspective.

We hope to see you soon and wish you every success.

South Central College Announces Fall Courses [October - December]

South Central College is pleased to announce their fall quality and performance improvement curriculum.

The following courses will be held at the Faribault campus (prices before member discount):
9/18-10/16/07, Certified Manager of Quality/Organizational Excellence (CMQ/OE) Review, \$450, 6-9 pm
10/1-11/26/07, Certified Quality Engineer (CQE) Review, \$450, 6-9 pm
10/10-10/11/07, Quality Principles, Methods & Applications, \$370, 8a-4:30p
10/16/07, Basic Geometric Dimensioning & Tolerancing, \$125, 8a-12n

continued...

10/29/07, Applying SPC & Statistical Tools, \$235, 8a-4:30p
10/31-11/28/07, Certified Quality Auditor (CQA) Review, \$250, 5:30-8:30 pm
11/28/07, Understanding & Implementing ISO 9001:2000, \$235, 8a-4:30p
11/29/07, Internal Auditor Skills, \$235, 8a-4:30p
12/10/07, Electrostatic Discharge Basics, \$235, 8a-4:30p
12/20/07, Supplier Quality Management & Improvement, \$235, 8a-4:30p

The following courses will be held at the North Mankato campus (prices before member discount):

9/27/07, AIAG FMEA & Control Plans, \$235, 8a-4:30p
10/23/07, Calibration Processes, \$125, 8a-12n
10/23/07, Calibration of Dimensional Gages, \$125, 1-5 p
10/24/07, Gage Repair, \$235, 8a-4:30p
11/8/07, 8D Problem Solving Tools & Methods, \$235, 8a-4:30p
11/16/07, Management Review Process for ISO 9001, \$125, 8a-12n

The following courses will be held at Ridgewater College, Hutchinson campus (prices before member discount):

10/1/07, 8D Problem Solving Tools & Methods, \$235, 8a-4:30p
10/15/07, Understanding & Implementing ISO 9001:2000, \$235, 8a-4:30p
10/16/07, Internal Auditor Skills, \$235, 8a-4:30p
12/3/07, Project Management , \$235, 8a-4:30p
12/4/07, Microsoft Project 2003, \$235, 8a-4:30p

For more information, please contact Laura Hardy at 507-332-5802 or at laura.hardy@southcentral.edu or contact Brian Knutson at 507-332-5874 (brian.knutson@southcentral.edu).

Quality Improvement Strategies: Emerging Trends & Lessons Learned from the Field -- Building for Excellence [October 9, 10, or 11]

The Building for Excellence (BFE) Advisory Group invites healthcare professionals from clinics and hospitals to participate in educational opportunities that will provide tools and strategies to help support improvement efforts in your facility. BFE is proud to present a one day workshop October 9 (in Redwood Falls), 10 (in Chaska), or 11 (in Brainerd): "Quality Improvement Strategies: Emerging Trends & Lessons from the Field."

Topics to be covered in the workshop include:

change management
lean management and healthcare
prioritization of quality improvement initiatives: tips and strategies
breakout sessions providing the opportunity to hone skills in facilitating teams or using data to support quality improvement

Registration fee is \$50 per participant. For more information or to register, visit <http://www.stratishealth.org> by September 26.

Notes from the CRE Item Pool Maintenance Workshop [July 13-14, 2007]

I was recently invited by ASQ to participate in a CRE Item Pool Maintenance Workshop at ASQ Headquarters in Milwaukee, WI. The purpose of the workshop was to work on a set of 130 CRE exam questions that CRE exam participants complained about in last 8 yrs. A total of 12 CREs from all across the US participated to tackle the problem and provide the solution. During the workshop the members participated in vigorous discussions and presented different points of view related to some of the questions. Mary Rehm, the facilitator, formed four small groups and assigned a block of questions to work on. Once small groups completed the task then the whole group met together to discuss the suggestions made by the small groups and either agree on the recommendations or engage in a discussions for a better solution. By the end of the two-day workshop the group eliminated about 40 questions and improved upon the rest so that they could be added to CRE questionnaire pool.

continued...

I appreciated the opportunity to help ASQ in a meaningful way and to meet some of best professionals in the Reliability Field. It really improved my understanding of how Reliability/Maintainability principles are used in various industries.

Submitted by: Mohammad Hasan, CRE

Minutes from ASQ Section 1216 Board Meeting

Meeting Date: 8/28/07, 5:30pm

Attendees: Scott Braaten, Dan Rand, Lynn Keller, Marv Seppanen, Glenn Nastachowski, Denise Wermager, Byron Collins, Jim Subart

New Business

- Scott Braaten called the meeting to order and distributed listings of position requirements to new officers. Scott will email a link to the ASQ site with position descriptions and related information.
- Denise Wermager was nominated and duly elected to the position of treasurer, to replace Mohammad Hasan.
- The third Tuesday of each month was set as the standard date for regular chapter meetings.
- There is an ASQ conference in Milwaukee for member-leaders on September 23-25 on how to create value for members. All were encouraged to attend if possible.

Ideas for Monthly Programs

- Mini Tab representative will be in the area the third Thursday in October
- Motorola Supply Chain Management (speaker)
- Watlow tour
- Riverside Electronics tour (Jim investigate)
- Hearth & Home tour
- Skipper Liner tour
- Toro (Tomah) tour
- Red Cross speaker/tour (timely!)
- Utilities – power coop
- Minnesota Quality Council speaker
- UW Stout (Baldrige winner) speaker
- Rochester school district education system speaker
- Food processing (several local companies) tour
- Hotel industry (several chains) speaker/tour
- Quick Trip convenience stores speaker/tour
- ASQ Statistics Division speaker on “Economic Case for Quality”
- A casino (related to applied statistics and probability)

Motorola supply chain, Skipper Liner and Quick Trip were identified as likely candidates for the September meeting. Dan will look into the Motorola speaker and Scott will talk to Skipper Liner.

Spring Conference Ideas

- Mike Nichols of ASQ speak
- Root Cause / CAPA

Business Plan for Section 1216

- Reviewed the existing 2006/07 business plan
- Discussed how to measure member satisfaction
- Possibly fill out questionnaire at end of each meeting/tour and solicit ideas for future presentations.
- Send email to members requesting ideas for goals

Financial Business

- A corrected statement for the treasurer’s audit results will be sent on 8/29/07.

continued...

- Discussed changing banks to Wells-Fargo and getting a debit card. Also set up a Paypal account. Dan, Scott and Denise will get together and arrange for the accounts.
- Flood Relief Donation: Proposal made to donate \$250 to the Red Cross for local flood relief, split equally between Minnesota and Wisconsin chapters. ASQ national may match the donation.

Meeting was adjourned at 7pm.

Submitted by Jim Subart, Secretary

2007-2008 LA CROSSE - WINONA SECTION BOARD ASQ SECTION 1216

CHAIR,
Scott Braaten
Trane Company
608-787-2835
608-787-3508 (fax)
sbraaten@trane.com

VICE CHAIR, CHAIR ELECT,
Byron Collins
Pemstar
507-535-4510
loric@charter.net

TREASURER
Denise Wermager
Watlow
(507) 494-5519
dwerwager@watlow.com

SECRETARY
James Subart
Riverside Electronics
(507) 523-5550
jsubart@rellew.com

NEWSLETTER EDITOR,
INTERNET LIAISON
Lynn Keller
Benchmark Electronics
507-453-4620
507-453-4606 (fax)
lynn.keller@bench.com

ARRANGEMENTS
Alan Spalding
Benchmark Electronics
507-453-4594
507-453-4960 (fax)
alan.spalding@bench.com

PROGRAM CHAIR
Dan Rand
Winona State University
507-457-5655
drand@winona.edu

PUBLICITY CHAIR
Marvin Seppanen
Productive Systems
507-454-7179
507-454-6245 (fax)
seppanen@hbc.com

MEMBERSHIP CHAIR
Curt Everson
Trane Company
608-787-3354
608-787-4835 (fax)
ceverson@trane.com

SCHOLARSHIP CHAIR
Chris Parker
Benchmark Electronics
507-453-4729
507-453-4960 (fax)
chris.parker@bench.com

PLACEMENT CHAIR, DIVISION
LIAISON
Jack Gerson
Benchmark Electronics
507-453-4897
507-453-4960 (fax)
jack.gerson@bench.com

AUDITING CHAIR
Greg Ruben
Benchmark Electronics
507-453-4891
507-453-4606 (fax)
greg.ruben@bench.com

CERTIFICATION CHAIR
Kim Linton
Trane Company
608-787-3808
608-787-3562 (fax)
klinton@trane.com

RECERTIFICATION CHAIR
Donna Kinley
PO Box 75
205 Granger Street
Marquette Iowa
dmk@alpinecom.net

EDUCATION CHAIR
Glenn Nastachowski
Regal Beloit
715-284-9801 x5617
715-284-9821 (fax)
nastfam@hotmail.com

**THANK YOU TO THOSE WHO HAVE VOLUNTEERED TO
PARTICIPATE ON THE SECTION BOARD FOR 2007-2008!**

PLEASE CHECK OUT THE SECTION WEBSITE AT:

[HTTP://WWW.ASQ1216.HOMESTEAD.COM/](http://www.asq1216.homestead.com/)



2909 Landmark Place, Suite 110
Madison, WI 53713
608-663-5300
Fax 608-663-5302
www.forwardaward.org

August 30, 2007

For immediate release
Contact: (608) 663-5300

2008 STATE QUALITY AWARD APPLICATION DEADLINES ANNOUNCED

Madison, WI – Application materials are now available for the 2008 Wisconsin Forward Award quality award program cycle. Administered by Wisconsin Forward Award, Inc., the application process is open to all Wisconsin business, manufacturing, and service organizations, as well as public and private education (K-12 through higher ed), health care, non-profit and government entities. Organizations of any size are encouraged to apply. **Preliminary intent-to-apply forms to verify eligibility are due November 2, 2007, with final applications due January 11, 2008.**

WFA is also accepting applications for its 2008 Board of Examiners until **October 22, 2007**. The organization seeks candidates from all sectors of Wisconsin's economy, including business, healthcare, education, manufacturing, not for profit, service, and government. Examiners review applications and provide feedback to Wisconsin organizations based on the Baldrige Criteria for Performance Excellence. The Wisconsin Forward program provides training and mentoring opportunities. Examiner training begins in November.

Wisconsin Forward Award, the state's premier honor for performance excellence, is based on the internationally recognized Baldrige Criteria for Performance Excellence. All application materials can be downloaded at www.forwardaward.org. Interested applicant organizations or Examiners can also call Wisconsin Forward Award at (608) 663-5300 to request materials or further information.

P R O M O T I N G A N D R E C O G N I Z I N G W O R L D - C L A S S E X C E L L E N C E

The Wisconsin Forward Award is based on the Malcolm Baldrige National Quality Award for Performance Excellence